



South CentralTMTLC

FY03 Training Plan

PART I: Background

The South Central Training & Learning Center (TLC) – officially known as the South Central Civilian Personnel Operations Center (SCCPOC) Human Resources Development Division (HRDD) – is responsible for identifying, scheduling, delivering and evaluating regional training programs.

This plan summarizes the previous year's activities and sets forth a schedule and priorities for the current fiscal year.

Data contained in the plan was derived from the results of the Training Advisory Group (TAG) workshop, quarterly program reports and related CPOC, the Civilian Personnel Operations Center Management Agency (CPOCMA) and Headquarters, Department of the Army (HQDA) guidance.

Installations located within the South Central region include:

- Redstone Arsenal, AL
- Anniston Army Depot, AL
- Fort Benning, GA
- Fort Bragg, NC
- Fort Eustis, VA
- Fort Gordon, GA
- Fort Jackson, SC
- Fort Lee, VA
- Fort McPherson, GA
- Fort Monroe, VA
- Fort Polk, LA
- Fort Rucker, AL
- Fort Stewart, GA
- Military Ocean Terminal Sunny Point, NC
- South Atlantic Division Corps of Engineers (COE)
- Charleston District COE, SC
- Jacksonville District COE, FL
- Mobile District COE, AL
- Savannah District COE, GA
- Wilmington District COE, NC

PART II: Needs Assessment Summary

A variety of automated training needs assessment tools are used with the South Central region including:

- Corps of Engineers Automated Training and Management Program (ATMP)
- Aviation & Missile Commands TIPS
- Army Civilian Training Survey Tool

At the annual Training Advisory Group workshop, the results of these assessments are reviewed and regional training priorities are established.

Below are the regional training priorities identified for FY03:

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| 1. Briefing Techniques | 14. Long -Term Care |
| 2. Change Management | 15. Management Skills for Supervisors |
| 3. Coaching and Counseling Skills | 16. Mid-Career Planning |
| 4. Communication Skills | 17. Office Techniques for
Administrative Professionals |
| 5. Conquering Workplace Negativity | 18. OLE |
| 6. Customer Service | 19. Personal Success |
| 7. Dealing with Difficult People | 20. Pre-Retirement (CSRS) |
| 8. Effective Communication Skills | 21. Pre-Retirement (FERS) |
| 9. Effective Writing | 22. Project Management |
| 10. FISH | 23. Resume Writing on Resumix |
| 11. Grammar & Punctuation | 24. Team Building |
| 12. ILDC | 25. Time & Stress Management |
| 13. Leadership Skills for Non-
Supervisors | 26. Who Moved My Cheese? |
| 27. | |

PART III: Training Programs.

Below is a listing of FY03 training programs as of 12/1/02. Complete course announcements are available online at:

<http://cpolrhp.belvoir.army.mil/scr/hrdd/hrdd-front.html>

Program	Start Date	Tuition	Method	City
GateKeeper Training	10/16/02	0	Classroom	Redstone
GateKeeper Training	10/16/02	0	Classroom	Ft Stewart
Gate Keeper	10/29/02	0	Classroom	Ft Bragg
CSRS Pre-Retirement Seminar	11/4/02	162	Classroom	CE Jacksonville
CSRS Pre-Retirement Seminar	11/5/02	162	Classroom	CE Jacksonville
CSRS/FERS Pre-Retirement Seminar	11/5/02	162	Classroom	CE Jacksonville
Change Management	11/7/02	93	Classroom	Ft Benning
Mid Career Seminar	11/7/02	110	Classroom	CE Jacksonville
Intermediate Position Classification	11/19/02	0	Classroom	Redstone
USACE Classification Training	11/19/02	0	VTT (TNET)	Redstone
Customer Service and Team Building	12/11/02	65	Classroom	Ft Rucker
Leadership for Non-Supervisors	1/7/03	240	Classroom	Ft Benning
Customer Service	1/14/03	96	Classroom	Ft Benning
Management Skills - 7 Attributes of Excellent Mgt	1/15/03	170	Classroom	Redstone
Pre-Retirement (CSRS)	1/21/03	94	Classroom	CE Savannah
Pre-Retirement (FERS)	1/22/03	94	Classroom	CE Savannah
ILDC (Intern Leadership Development Course)	1/27/03	0	Classroom	Redstone
OLE (Organizational Development for Executives)	2/3/03	0	Classroom	Redstone
Effective Communication Skills	2/4/03	125	Classroom	Redstone
Team Building	2/6/03	125	Classroom	Ft Benning
Delegated Classification Authority (DCA)	2/12/03	0	Classroom	Other
Mid-Career Planning	2/18/03	94	Classroom	CE Savannah
Getting Started	2/19/03	94	Classroom	CE Savannah
Management Skills for Supervisors	2/25/03	192	Classroom	Ft Benning
Setting Basic Pay	2/25/03	0	Classroom	Redstone

Program	Start Date	Tuition	Method	City
Delegated Classification Authority (DCA)	2/26/03	0	Classroom	Other
Project Management	3/3/03	300	Classroom	Ft Benning
Time Management & Organization Skills	3/18/03	70	Classroom	Ft Benning
Mid Career Planning	4/9/03	95	Classroom	Ft Polk
Mid Career Planning	4/10/03	95	Classroom	Ft Polk
A Look Into My Personal Success	4/22/03	325	Classroom	CE Jacksonville
Office Techniques for Administrative Professionals	4/23/03	145	Classroom	Ft Benning
Staffing Pay & Leave Fund for Pers Liaisons	4/23/03	325	Classroom	Redstone
ILDC (Intern Leadership Development Course)	4/28/03	0	Classroom	Redstone
ILDC (Intern Leadership Development Course)	5/5/03	0	Classroom	Redstone
Effective Communication	5/15/03	125	Classroom	Ft Benning
OLE (Organizational Development for Executives)	6/2/03	0	Classroom	Redstone
Dealing with Difficult People	6/5/03	75	Classroom	Ft Benning
Advanced Writing	6/9/03	210	Classroom	Redstone
The Latest on Grammar and Punctuation	6/11/03	260	Classroom	Redstone
ILDC (Intern Leadership Development Course)	6/16/03	0	Classroom	Redstone
Planning & Decision Making	6/18/03	80	Classroom	Ft Benning
Intern Leadership Development Course (ILDC)	6/23/03	0	Classroom	Redstone
Conquering Workplace Negativity	7/15/03	96	Classroom	Ft Benning
Effective Briefing	7/30/03	164	Classroom	Ft Benning
OLE (Organizational Development for Executives)	9/8/03	0	Classroom	Redstone

Part IV: Evaluation Strategy

The following regional training goals were established for FY03. Program success will be measured against these criteria:

1. Expand marketing of products and services.
2. Provide a minimum of 95 regional programs with at least 15% offered via distributed learning technologies (TNET, SEN, Computer/Web-Based, etc).
3. Implement a mass training update process.
4. Serve as an information-clearing house for LEAD instructors/courses within the region.
5. Prepare an installation delegation of training approval authority package.

PART IV: Program Evaluation/Accomplishments

The following was accomplished in FY02:

Accomplishments	FY02	FY01
Regional Training Programs – Classroom	50	64
Regional Training Programs – Distance Learning	30	13
Total Regional Courses	80	77
Total Employees Trained	3,624	3,380
Total Training Records Entered	36,814	18,936
Total Education Records Entered	436	955

Other Regional Accomplishments:

- Successfully transitioned training programs for 17 sites to SW region as part of project 75.
- Created a web based training mass update form for region.
- Conducted two Training Advisory Group (TAG) meetings.
- Developed monthly electronic newsletter.
- Updated delegated training authority package for region.
- Produced Business Object reports for region customers.